

Certification Requirements for Comprehensive Job Centers

Introduction

The Workforce Investment Act requires each Workforce Development Area to have at least one comprehensive, physical Job Center. The required comprehensive Job Center can be supplemented by a network of affiliated sites that can provide one or more partner programs; a network of Job Center partners providing services that are linked to affiliated sites; or specialized centers.

Workforce Development Boards (WDBs) are responsible for certification of comprehensive Job Centers. The following requirements are intended to increase service consistency among Wisconsin Job Centers, to focus Job Centers on being more demand-driven, and to provide WDBs parameters for comprehensive Job Center certification.

Requirements

1. The Job Center has a credentialed employment counselor scheduled on site each week.
2. The Job Center will be open at least 4 hours during non-traditional business hours to ensure that employed job seekers may have access to services.
3. The Job Center will be open extra hours to meet specialized recruitment needs of employers. Job Centers should be demand-driven and open as needed.
4. The Job Center must have a liaison to schools to outreach to youthful job seeker and ensure they have access to the Job Center's services.
5. The Job Center must address the needs of youthful job seekers. (Ex. setting up a youth literature rack, designating a youth PC that has more youth oriented applications on it, or having a youth area on the website.)
6. The Job Center must have an integrated, coordinated Business Services Team.
7. The Job Center must have a Business Services Plan that includes:
 - How the business relations team will accomplish area-wide business service development consistent with the Workforce Investment Act Local Plan.
 - How job order quality will be improved including increasing the number of orders identifying high wage jobs.
 - How the Job Center will increase the number of job orders entered directly by the hiring business.
 - A system to measure business support for the Job Center & its services
8. The Job Center must have a plan that ensures a trained, competent staff and participates in a staff credentialing program (ex. NAWDP).
9. The Job Center is participating in a continuous improvement program. (Baldrige Express, ISO 9000, Six Sigma, etc.).

10. The Job Center has appropriate signage to ensure ease of use of the Center by all of its customers. (ex. Outside: a Wisconsin Job Center sign, Inside: room locations, required posters such as Complaint Coordinator identification.)

11. Co-location requirements: (Several options are under consideration. Please inform us if you prefer A, B, or if you have other suggestions.)

A. Co-location requirements — WIA Title 1, Wagner-Peyser (Job Service), Adult Basic Education and Family Literacy (Tech College) and **at least four other** mandatory partner programs (listed below) have staff physically housed at and delivering services from the site.

WIA Mandatory One-Stop Service Delivery Partners:

- WIA activities for Adults, Youth & Dislocated Workers (WIA Title I)
- Adult Education and Family Literacy (WIA Title II)
- Job Service - Labor Exchange such as Job Net (Wagner-Peyser WIA Title III)
- Vocational Rehabilitation (WIA Title IV)
- Welfare-to-Work
- Temporary Assistance to Needy Families/WI W-2 (Added by the Governor)
- Food Stamp E & T and Food Stamp Workfare
- Senior Community Service Employment Program- Older Americans Act
- Carl D. Perkins Vocational and Applied Technology Education
- Trade Adjustment Assistance (and NAFTA-TAA)
- Veterans E & T Services & local veteran's outreach programs
- Community Services Block Grants
- Housing and Urban Development E & T Activities
- Unemployment Insurance
- W-2 Employment and Training Services

Representatives from national programs are **mandatory if present in area:**

- Native American Programs
- Migrant and Seasonal Farm Worker Programs
- Job Corps
- Youth Opportunity Grants
- Veterans

B. Co-location requirements — WIA Title 1, Wagner-Peyser (Job Service), Adult Basic Education and Family Literacy (Technical College) and **at least two other** agencies that provide the mandatory partner programs listed below have staff physically housed at and delivering services from the site.

WIA Mandatory One-Stop Service Delivery Partners:

- WIA activities for Adults, Youth & Dislocated Workers (WIA Title I)
- Adult Education and Family Literacy (WIA Title II)
- Job Service - Labor Exchange such as Job Net (Wagner-Peyser WIA Title III)
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Representatives from national programs are **mandatory if present in area:**

- Native American Programs
- Migrant and Seasonal Farm Worker Programs
- Job Corps
- Youth Opportunity Grants
- Veterans

- To be considered co-located, an agency or program must be on site at least 75% of the hours the Job Center is open to the public.
Or, To be considered co-located, an agency or program must be on site all hours the Job Center is open to the public.
- All partner programs use DWD IT systems that include, at a minimum, ASSET, JobNet, and JobNet Business. WIA funds may not be used to duplicate these systems available from DWD.
- The Job Center has a system in place to evaluate its effectiveness and makes that information available to the public.
- The Job Center maintains an up-to-date website that includes services, events, contact information, hours of service and links to JobNet, JobNet Business, and WorkNet.
- The Job Center services to jobseekers (workshops, resource room, training availability, etc) and business customers (focused business customer recruitment, pre-screening, job order processing, etc) must be focused on:
 - High wage employers
 - Health care industry
 - Advanced manufacturing and/or construction industry
 - Sustainable wage plus employers
- The Job Center must provide the following services: (Several options are under consideration. Please inform us if you prefer A, B, or if you have other suggestions.)
 - The Center ensures veterans preference across all services and programs.
 - The Center provides regularly scheduled financial literacy assistance, information about & referral to credit counseling.
 - Any job orders solicited by or delivered to ANY Job Center staff be listed on JobNet
 - List job orders and make connections between job seekers and employers
 - Offer pre-screening for targeted employers based on a posted job order
 - Provide information about available job training and make referrals as needed.
 - Provide customer access to all other required WIA partner programs.
 - The site meets ADA physical and program accessibility requirements
 - The Resource Room/customer service areas of the center are staffed all hours the center is open. A Job Center staff is dedicated to the Resource Room. That is,

persons who are properly trained in this function and whose primary duty is to provide Resource Room services staff the room.

- Provide assessment and testing for both occupational and soft skills.
 - Provide equal access to all services and programs (including resource room materials and services) for all customers, including persons with disabilities and limited English-speaking persons.
- B. Eligibility determination:** Process to determine whether an individual is eligible to receive assistance;
- Outreach, intake: Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
 - Assessment: Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
 - Job Search: Job search and placement assistance, and where appropriate, career counseling;
 - Labor Market Information: Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including - job vacancy listings in such labor market areas; information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
 - Provider Performance: Provision of performance information and program cost information on eligible providers of training services, youth activities, adult education, postsecondary vocational education activities and vocational education activities available to school dropouts, and providers of vocational rehabilitation program activities;
 - Local Area Performance: Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
 - Support Services: Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;
 - UI Claims: Provision of information regarding filing claims for unemployment compensation;
 - Other Eligibility: Assistance in establishing eligibility for welfare-to-work activities authorized under section 403(a)(5) of the Social Security Act (as added by section 5001 of the Balanced Budget Act of 1997) available in the local area; and programs of financial aid assistance for training and education programs that are not funded under the WIA and are available in the local area;
 - Follow Up: Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment, for not *less than 12 months after the first day of employment*.

18. The Job Center must have a cost sharing plan that identifies how each partner will participate in the support of the Center (e.g., Job Center staffing, shared facilities costs).

19. The Job Center must have a facilities operating budget.

20. The Job Center must have a strategy to obtain supplemental funding beyond dollars from

DWD, or partners. (Fee-for-Service, foundation grants, etc.)

21. There is evidence the Job Center has a positive relationship or partnership with local media.
22. There is evidence the Job Center has a positive partnership with faith-based and community services, and business organizations.
23. The Job Center has a Memorandum of Understanding with all partners that clearly delineates roles and responsibilities in the service delivery system.

Denis, DWD/DWS/BWP, 11/4/05